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
Type of Plan ..... Health Maintenance Organization  
Total Number of Members..... 52,402  
Years of Operating Experience ..... 11  
Total Number of Primary Care Physicians (PCPs) ..... 296  
Percentage of PCPs Accepting New Patients ..... 100%  
Percentage of Board Certified Specialty Care Physicians ..... 85%  
Number of Urgent Care Facilities ..... 19  
Number of Dentists.....No Routine Dental Coverage

#### ADDITIONAL INFORMATION

<b>Referral Requirements</b>	A member may seek services from any Plan provider, primary care or specialist, without a referral. If your Plan provider feels that you require specialty care outside of the plan, he/she may complete a referral request form. Both you and the provider to whom you are referred for services will receive a copy of the approved referral. Medical care, treatment, services or supplies that are received through a referral are subject to the exclusions and limitations of your benefits.
<b>Prior Authorization Requirements</b>	Selected medical procedures covered by your plan require that you obtain prior written authorization as to the appropriateness of a service. Procedures and services requiring prior authorization include biofeedback, blepharoplasty, home oxygen, IV drugs and biologicals, home IV infusions, laser skin resurfacing, somnoplasty, PET scans, durable medical equipment purchases and rentals in excess of \$200, reduction mammoplasty, rhinoplasty, sclerotherapy, skilled nursing facility, transitional care for mental health and alcohol or other drug addictions, and transplants. You must receive written confirmation of prior authorization before services or supplies are received.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You should then submit the EOMB to the Health Plan for processing as the secondary carrier.
<b>OnLine Services</b>	Gundersen Lutheran Health Plan provides members with online services at <a href="http://www.glhealthplan.org">www.glhealthplan.org</a> . At our site you will find: <ul style="list-style-type: none"> <li>• Health and wellness information;</li> <li>• Electronic versions of member newsletters;</li> <li>• <b>Provider directory</b> (follow the "Members" then "Employer Group Member" to access the directory); and</li> <li>• Quality of care and service projects</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	Referrals are not required for services received from a Plan provider .
<b>24-Hour Nurse Line</b>	(800) 362-9567 Ext. 54454 or (608) 775-4454

## ADDITIONAL INFORMATION

<b>PCP Restrictions</b>	The Plan encourages members to select a Primary Care Physician (PCP) to coordinate all of their health care needs. Each family member is allowed to designate their own PCP.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Support mental health and wellness via presentations at Health Fairs, articles in member newsletters, and promotion of preventive care guidelines.</li> <li>• Expand case management and disease management, including programs for diabetes and heart failure.</li> <li>• Improve claims timeliness and service to members via implementation of a new claims processing system.</li> </ul>
<b>Dental Benefits Provided</b>	<ul style="list-style-type: none"> <li>• No routine dental coverage offered.</li> </ul>

<b>Counties in Service Area</b>		<b>Hospitals in County</b>	<b>Major Providers in County*</b>
Crawford		Prairie du Chien Memorial Hospital	Gundersen Clinic - Prairie du Chien Kickapoo Valley Medical Clinic
Grant		Boscobel Area Health Care	Boscobel Clinic Bluff Street Clinic Muscoda Health Center
Jackson		Black River Falls Memorial Hospital	Krohn Clinic
Juneau		Hess Memorial Hospital	Mile Bluff Gundersen Clinic – Wonewoc Elroy Family Medical Center
La Crosse		Gundersen-Lutheran Medical Center	Gundersen Clinic
Monroe		Tomah Memorial Hospital	Gundersen Clinic – Sparta Gundersen Clinic – Tomah Scenic Bluff Community Health
Richland		Richland Hospital	Richland Medical Center
Trempealeau		Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon		Vernon Memorial Hospital St. Joseph's Memorial Hospital	Bland Clinic Gundersen Clinic-Viroqua Hirsch Clinic Gundersen Clinic-Hillsboro La Farge Medical Clinic Viola Health Services Center

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page or visit our web page at [www.glhealthplan.org](http://www.glhealthplan.org).